

01/13/11

TO: ALL POTENTIAL BIDDERS

FROM: H. Ryan Bolles  
DSCYF – Contract Administrator

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSALS (RFP) – CYF1008-FACTS II QA

**ADDENDUM #9**

The deadline for DSCYF to respond to questions submitted by the 01/06/11 deadline has been extended by two (2) weeks from January 13, 2011 to **January 20, 2011**.

Additionally, posted below are questions submitted subsequent to the bidders' conference, but before the 01/06/11 deadline. DSCYF is researching any outstanding questions submitted by the 01/06/11 deadline and will make every effort to post the answers as soon as possible.

Questions received 12/16/2010	
QUESTION	RESPONSE
How open is the state to an alternate approach to response to the requirements matrix in Appendix E? For example, a modification to an existing module might address multiple requirements and it may be difficult to separately estimate the portion of that change that addresses each individual requirement. Recording the estimate against each requirement would imply a greater level of effort than is needed. Would the state consider the grouping of the estimates for meeting requirements when those requirements would be met as a group (economy of scale)?	Yes, we would ask the vendor to maintain the reference numbers so that DSCYF can tie the requirement back to the original
We will submit a number of questions, the answers to which may have a significant impact on our proposal strategy and response and those answers will not be forthcoming until two weeks before the proposal is due. Like most public companies, we have a formal and structured process for obtaining management review and approval of our financial and technical proposals. Printing, validating and shipping of proposals will also consume several days. The current proposal schedule will not allow us sufficient time to react to the State's answers to our questions, obtain management review and approval and produce and deliver our proposal so a no-bid is likely our only option. Would the state consider granting a 1 month extension in the proposal due date?	The schedule has been extended

<p>QA RFP Section 1.3.6 (page 13)</p> <p>The RFP states that "The Bidder's response to the requirements matrix, which is attached as Appendix E, must be in Arial Narrow, 10 point font." Can we assume that Appendix E applies only to the DD&amp;I proposal and does not need to be completed for the Quality Assurance proposal?</p>	<p>Yes</p>
<p>QA RFP Section 5.1 (page 40)</p> <p>In the Major Services subsection the RFP indicates the QA vendor is responsible for validating through system, integration, and user acceptance testing that the system meets the requirements, supplies functionality identified in the DD&amp;I RFP and retains appropriate functionality of the current FACTS. The DD&amp;I RFP describes the DD&amp;I vendor's responsibilities in performing and supporting these testing activities. Is it correct to assume the QA vendor is not developing scripts or performing tests, but validating that testing was done and that the requirements/functionality requested are being delivered?</p>	<p>The QA vendor will participate in the process, but actual testing will be performed mainly by DSCYF. The QA Vendor will have a review evaluate role as well as participate in and provide guidance to DSCYF in test plan development. In conjunction with the development of the Requirements DSCYF has developed several case scenarios to be used in testing.</p>
<p>QA RFP Section 5.3.1 (page 42)</p> <p>In the Project Planning subsection, the RFP states that "Immediately following award, the selected contractor shall email a copy of the Gantt chart to the Agency SISM." The sentence just before that sentence indicates there is a 30 calendar day period after the start date for the DD&amp;I contractor for the QA vendor to prepare a Gantt chart showing milestones. Is it correct to assume the QA vendor will have 30 calendar days following the receipt of the DD&amp;I vendor's project plan (Gantt chart), to prepare the QA vendor's Gantt chart showing the review milestones?</p>	<p>The QA Contractor Gantt chart will be due 30 days following the receipt of the DD &amp; I Vendors project plan</p>
<p>QA RFP Section 5.3.2 (page 43)</p> <p>The RFP states that the QA contractor will finalize the draft SARGe. Since the DD&amp;I contractor will have the most detailed knowledge of the FACTS II system, does this reference mean that the initial draft of the SARGe will be prepared by the DD&amp;I contractor?</p>	<p>Yes, How the SACWIS requirements (SARGe) will be met will be described beginning in the Requirements Traceability Matrix and updated throughout the project.</p>
<p>QA RFP Section 5.3.2 (page 43)</p> <p>The DD&amp;I RFP describes the use of the requirements traceability matrix and the requirement for the DD&amp;I vendor to update the matrix. The QA RFP indicates the QA vendor is</p>	<p>Yes</p>

<p>responsible for preparing the Requirements and SACWIS Acceptance Review Guide (SARGe) Compliance and Traceability Tracking Plans and that the tracking plans will include in detail how each requirement will be verified, i.e., Measurement, Analysis, Demonstration Testing, and Inspection. Is it correct to assume the DD&amp;I vendor will create and maintain the requirements traceability matrix and the QA vendor will create the plan that details how requirements will be verified?</p>	
<p>QA RFP Section 5.3.3 (page 44)</p> <p>The RFP states that the Quality Assurance contractor must complete acceptance test review and provide a written report within 7 <b>business</b> days of receipt of DD&amp;I deliverables to the FACTS II Project Committee.</p> <p>The DD&amp;I RFP states on page 43 that “The Department recommends a 10-day review period for the State team to review each deliverable, with a corresponding 10-day resolution period for the Bidder to correct any deficiencies”</p> <p>The DD&amp;I RFP reference does not mention “business” days, just within a 10-day period.</p> <p>Please clarify the number of days (business or calendar) that the QA contractor will have to review DD&amp;I deliverables. Also, will the State allow a greater time to review large, complex deliverables, such as the General System Design?</p>	<p>The timeframes listed in the RFP are our goals for the deliverable testing and review period but flexibility in the timeframe may be considered given the size and complexity of individual deliverables.</p> <p>The 10-day review and resolution periods are 10 business days.</p>
<p>QA RFP Section 6.2 (page 48)</p> <p>The RFP states that the QA contract will be for a period of four (4) years. Does this four year period include the warranty period required from the DD&amp;I vendor? If so, can we assume that the State anticipates that the design, development and implementation of FACTS II will take three (3) years?</p>	<p>The expected length of the DD&amp;I is 3 years but may be extended to a fourth year based on actual project experience. A fourth year may be necessary to encompass a post-implementation or warranty period.</p>
<p>QA RFP Section 6.5 (page 51)</p> <p>The RFP states that “Each proposal must include the sections listed below. Section 7.2 – Technical Proposal Outline contains definitions of each section.”</p> <ol style="list-style-type: none"> <li>1. Section 7.2 does not provide the Technical Proposal Outline.</li> <li>2. There is a discrepancy between the section list below the quoted text and the technical proposal sections described in sections 6.5.1 through 6.7. Please provide further instructions. Please see table below.</li> </ol>	<p>The term “technical proposal” is more appropriate for the DD&amp;I rather than the QA RFP. The proposal outline for QA proposals is the one included in the table included with the question.</p> <p>The state expects the bidder to provide sufficient descriptive narrative regarding the four sections for which the state has provided no expectations for the state to be able to effectively evaluate a bidder’s response for the associated topic.</p>

Section List	RFP Section Describing Requested Content	
Transmittal Letter	6.5.1	
Table of Contents	6.5.2	
Introduction	6.5.3	
Summary of Bidder's Understanding of the Project Scope	6.5.4	
Bidder's Approach to the Project	6.5.5	
Organization and Staffing	6.5.6	
Key Factors Influencing Bidder's Organizational Approach	Subsection of 6.5.6	
Project Organization, Staffing, and Role(s) of Subcontractor(s) (as applicable)	Subsection of 6.5.6	
Project Planning and Management	There is no section that directly addresses the State's expectations for this section.	
Quality Assurance and Control Procedures	There is no section that directly addresses the State's expectations for this section.	
Approach to Quality Management Plan update	There is no section that directly addresses the State's expectations for this section.	
Bidder's Qualifications and Credentials as Related to the Proposal	6.5.7	
Resumes of the Bidder's Proposed Staff	6.5.8	
Subcontractors	There is no section that directly addresses the State's expectations for this section.	
Attachments	6.7	
<p>QA RFP Section 7.2.1 (page 62)</p> <p>The Technical Scoring Criteria indicates that each proposal will be evaluated first on its meeting mandatory RFP provisions. However, we cannot find the mandatory RFP provisions in the RFP.</p>		<p>The term "mandatory RFP provisions" do not refer to additional requirements. The term "mandatory provisions" in this instance means "have the required components of the proposal submission been included in the bidder's submitted proposal." As noted in the scoring criteria—this is a pass/fail</p>

Please clarify what they are.	criteria—not one that is scored.
QA RFP Appendix A  On the first page of Appendix A, the list of items to be submitted includes “Professional Liability Insurance.” Are we to assume that we should include proof of such insurance?	We generally expect our contractors to have professional liability insurance—the details of which may be finalized during contract negotiations. If the contractor already carries such insurance, including proof of such insurance in a bidder’s proposal is appropriate.
QA RFP Appendix A, Project Experience  Is the Project Experience form to be completed for firm reference and/or personnel references?	Both please
QA RFP  Appendix A, Project Experience  Is section III of the Project Experience form, there appears to be a typographical error. The form says “Type of Work: (Check all that apply)”; however, there are no types of work listed.	Please ignore the Words “Check all that apply”
DD&I RFP Section 1.1 (page 8)  The DD&I RFP states that one of the divisions that FACTS II will support is Division of Youth Rehabilitation Services. Can the State explain to what extent FACTS II will be expected to support the Division’s services? Will FACTS II be expected to support the full range of residential services provided by these facilities?	The Extent of support of the Division of Youth Rehabilitation services is embodied in the FACTS II requirements, Appendix E for the DD & I engagement, and in the Business flows. Again it is the intent of DSCYF to develop a system that supports the integrated of services across the three divisions including DYRS.
<b>Questions received 12/18/2010</b>	
<b>QUESTION</b>	<b>RESPONSE</b>
<ul style="list-style-type: none"> <li>On page 54, section 6.5.7 Qualifications and Credentials- the RFP states that Bidder experience must have a minimum of three years of experience in health and human services <b>computer applications development</b> with an emphasis on SACWIS solutions, integrated service delivery, ... This is a MANDATORY requirement. Furthermore, it states that Subcontractor experience may supplement but not replace Bidder experience.</li> </ul> <p>This requirement eliminates independent and qualified firms from bidding on a QA contract. Our company does not do application development and is not a systems integrator but has 30 years of experience working in health and human services QA arena.</p>	<p>The prime contractor for QA must meet the 3 years experience, not necessarily in a single engagement. The prime contractor for QA must meet the 3 years experience requirement in one of the Child Social Service, Child Behavioral Health, or Juvenile Justice. These experiences may be totaled to satisfy the three year requirement. DSCYF views this project, and Quality Assurance, as much about how the system functions within our integrated child social service behavioral health and juvenile justice environment, in addition to the technical sufficiency.</p> <p>The contractor must have 3 years of experience in a development effort, not necessary as a programmer but that would qualify. Other qualifying roles in a development project could be Project Manager, Analyst, Testing Quality Assurance Analyst or other roles involved in a project of similar magnitude. This is not intended to be an all inclusive list.</p>

--	--

All other terms and conditions remain the same.

If you have any questions, please contact me at 302-633-2701 or [Herbert.Bolles@state.de.us](mailto:Herbert.Bolles@state.de.us)